

Webb County Community Action Agency (CAA)
Comprehensive Energy Assistance Programs (CEAP)
Service Delivery Plan
Program Year 2015

1) The Department is offering two methods for determining conditions that trigger a weather-related crisis in the Subrecipient's service area: (*Webb County CAA shall utilize Option B*)

- B. Provide the temperature measures that will trigger a weather-related crisis in your local area. Agencies must use temperature data from a reliable source, including National Oceanic and Atmospheric Administration's Climate Data Online tool (<http://www.ncdc.noaa.gov/>), www.weather.com, or www.weather.gov.

The Webb County Community Action Agency (WCCAA) utilizes the following criteria to trigger a Household Crisis to pay energy bills under Household Crisis: Extreme weather conditions in Laredo where temperatures are at or above 102 degrees Fahrenheit for three days within a client's billing cycle, and temperatures at or below 40 degrees Fahrenheit for three days within a client's billing cycle for bill payments. The immediate need for the repair or provision of a new heating or cooling unit for households with vulnerable members is necessary upon request when meeting the following criteria: Extreme weather defined as temperatures for any given three consecutive day period at or above 102 degrees Fahrenheit in any given month or temperatures at or below 40 degrees Fahrenheit for a three consecutive day period in any given month. WCCAA utilizes the weather data from www.weather.com.

- 2) Provide the latest Census data for the priority groups throughout your service area. Priority groups must include the elderly, disabled individuals, and households with children under the age of six. Data must be from 2010 Census or newer American Community Survey data sets. This data is available at the U.S. Census Bureau American Fact Finder (<http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>).

Webb County, Texas (US Census) Population – 250,304

Persons 65 years and over	19,524
Persons 5 years and under	24,530
Disabled individuals	36,952
Persons Living under poverty level	74,591

The estimated number of low-income persons in Webb County (below Federal OMB poverty guidelines) in which the priority groups are included is 74,591 or 29.8% of the estimated population of 250,304 as per the 2010 report of Webb County, Texas from the U.S. Census Bureau.

- 3) Using the Census data provided in response to question 2, provide a brief description of your agency's prioritization process for eligible CEAP applicants.

The Webb County Community Action Agency prioritization process is determined at the point of application intake in which persons in households who are particularly vulnerable such as the elderly, persons with disabilities, families with young children five years and under, high residential energy users, and households with high energy burden are set a priority rating one in which CEAP assistance is provided to these individuals prior to those households who are prioritized as a 2 or a 3. Once all those clients identified as priority rating 1 are assisted the CAA proceeds to assist the clients in the next priority category.

- 4) Provide a brief description of your agency's determination process for the number of assistance payments per household.

The Webb County Community Action Agency will be assisting clients under the Utility Assistance component at which point households who have at least one member that is elderly, disabled or a child age 5 years or under may receive benefits to cover up to 100% of the eight (8) highest remaining bills within the contract year based on their previous years' energy billing history, or if a billing history is not available, assistance will be with their current months energy consumption bill. However, should the household not have any elderly, disabled or children age 5 years or younger, benefits may cover up to 100% of the six highest remaining bills within the contract year based on their previous years' energy billing history or if a billing history is not available. Assistance will be with their current month's energy consumption bill.

- 5) As required by Assurance 16 of the LIHEAP statute, provide a brief description of the efforts that will be used to encourage and enable households to reduce their home energy needs and thereby, the need for energy assistance. Please include all needs assessment, counseling, and client education activities.

A needs assessment survey will be completed for all household members who will be seeking assistance. The assessments will assist the case worker in determining the needs of the applicants and will enable and ensure that case management, referrals, budget management, and energy conservation tips are used to assist the applicant to lower their energy consumption. Clients will receive counseling and be provided with energy conservation education classes. Clients will further be referred to area agencies that operate a Weatherization Assistance Program (*Documentation of the referral will be maintained*).

**** Webb County Community Action Agency management is cognizant that in addition to completed PY 2015 Service Delivery Plan questions, agencies are required to have internal policies and procedures to administer CEAP on file and available for review.**